



Decision-making policy

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Purpose

1. This policy sets out the Board's approach to making decisions under the Plumbers, Gasfitters and Drainlayers Act 2006.

Definitions

2. In this policy, unless the context otherwise requires:
 - a **Act** means the Plumbers, Gasfitters, and Drainlayers Act 2006
 - b **Board** means the Plumbers, Gasfitters, and Drainlayers Board
 - c **decision-maker** means a person empowered by the Act to make a particular decision or a person to whom that power has been delegated
 - d **policy** means written guidance in relation to an area of the Board's business.

Principles of good decision-making

3. The Board is guided by the following principles when making decisions:
 - a All decisions are made in accordance with the law.
 - b Decisions are made fairly, reasonably, and in good faith.
 - c Decisions are made following a proper process.
 - d Decisions are made having regard to the Act's purposes and any applicable policies
 - e Board policies are applied appropriately, not inflexibly, and having regard to the circumstances of the matter in question.

What a decision-maker does

4. A decision-maker:
 - a only makes decisions they have authority to make
 - b makes decisions within any limitations that apply to their decision-making power
 - c acts in good faith and exercises their best judgment when making a decision
 - d makes decisions:
 - i. independently
 - ii. in an unbiased way, and
 - iii. for proper purposes
 - e does not make a decision where there is, or could be a conflict of interest
 - f does not refuse to make a decision or unreasonably delay making a decision
 - g ensures any decisions they make are clear, justified and result in an outcome that is certain
 - h records their decision-making process as appropriate in the circumstances.

Making decisions

5. Each decision is made:

- a logically
- b on the basis of appropriate information
- c having regard to relevant considerations and disregarding irrelevant considerations
- d taking account of representations made to any person or group affected by the decision
- e taking account of decisions made in other, similar cases
- f giving appropriate weight to all considerations.

Decision-making process

6. The following process is followed when making a decision:
 - a the matter for decision is clearly and accurately identified
 - b the decision-maker is identified
 - c an appropriate timeframe for making the decision is determined
 - d the relevant legislation and policies are identified
 - e any information that is relevant to the decision is collected and verified (if appropriate)
 - f irrelevant considerations are identified
 - g specialist advice is sought if required
 - h any possible issues that may affect the decision are identified and addressed
 - i possible decisions, outcomes and consequences are identified
 - j any options open to the decision maker are identified
 - k any recommendations are prepared.

7. The decision maker reads and considers all the material before making a decision.

8. Where the decision maker is considering making a decision that is not in favour of the person, before making a final decision they:
 - a. consider the potential impact of the decision on the person
 - b. consider whether it is appropriate to give the person notice they are considering making an unfavourable decision
 - c. if appropriate, give the person an opportunity to making submissions about the potential decision
 - d. consider any submissions received.

9. All decisions, and the grounds for those decisions, are communicated to the person.

10. Communications with an affected person about the reasons for a decision:
 - a include sufficient detail to ensure the person understands the grounds for the decision
 - b identify the key considerations that led to the decision
 - c explain any unusual or unexpected aspects of the decision.

11. When advising a person of a decision, they are provided with information about any appeal rights they may have in respect of the decision.
12. Where there may be delays or difficulties with making a decision, the person is kept informed.